



Announcement 002 / 2019

Cyber Security Policy

Home Products Center Public Company Limited (“the Company”) adheres to the strict management and administration of customer private information and compliance with the rules and regulations thereof in order to maintain the security, stability and transparency of managing the customer information. The policy and management measurements are as follows:

Respect of Customer Privacy Rights

The Company is fully aware of the customer need for secured transactions and storage of personal information. Therefore, customer information received by the Company shall be limited to be used only for the Company business operations under the law. The Company shall proceed with strict measurements to maintain the security thereof and prevent any use of the information without customer prior consent.

Collection and Storage of Personal Information

The Company shall collect customer personal information which was received from the customer directly only, either by application or registration made. If the customer had given consent and provide personal information, such as name, family name, date of birth, identification number, address, telephone number, and etc., the Company shall safeguard such information with high standard security measurements.

The Company has no policy to request nor collect customer personal information through SMS or email. The customer who received the SMS or email as such can contact our personnel immediately at HomePro Call Center, telephone number 1284.

Usage of the Information

The Company shall keep customer information for internal use only, for instance, in creating purchase order and payment by the customer, products delivery, installation or handling over services, including market research for the purpose of understanding customer needs and inflicting highest satisfaction, as well as to use for products and services design that match with prospective demand.

Besides, the Company may use customer information as necessary and appropriate or deemed to be for customer benefit in receiving offers, privileges, promotions, news, and information with regards to the Company's goods and services that was customized to meet customer needs.

Disclosure to Third Party

The Company shall not disclose any information which is related to customer or has potential to identify the customer to any third party. The Company shall not disclose customer information unless:

- a prior consent is obtained from customer;
- the disclosure of that information is in compliance with the law and/or order of relevant government authority(ies);
- the disclosure is made to business partner(s) of the Company for the purpose of delivering products and services to customer, e.g. location for delivery.

Confidentiality Measurement

The Company implements the standardized security technology systems and procedures in order to prevent the confidential information theft. The Company has developed its personnel in all levels to ensure that the Company provides standard security protection. Customer information shall be safe with the Company due to the following protection measurements provided by the Company:

Firewall

The Company uses multi-tiered firewall which protects the customer information in the Company's system from the access by external unauthorized person.

Intrusion Detection

The Intrusion Detection Software has been installed to monitor the system and enable the immediate notification when unusual movement is detected.

Data Encryption

For electronic transactions, the Company deploys the secured encryption technology with sensitive and critical information such as password, which shall be protected in the system with complex encryption algorithm.

When customer orders goods or services on the Company's website, the purchase order information, including payment and delivery, will be encrypted with the Secure Socket Layer (SSL) protocol before sending through the internet.

Antivirus

The Company has implemented the virus scanning software on the server and kept the software up-to-date on a regular basis for effective protection of information against viruses and malware.

In addition, the Level of Authorization has also been applied at the Company in order to restrict the right of access to customer information only to the relevant personnel.

Maintaining the Accuracy of the Information

The Company shall use its best efforts to keep customer account information accurate and updated. In case the inaccuracy or incompleteness was found with customer account, customer can contact the Company through HomePro Call Center, telephone number 1284 or any branch office of the Company.

This announcement is effective from January 1st, 2019 onwards.

For mutual acknowledgement,



(Mr. Khunawut Thumpomkul)
Representative of the Board of Directors,
and Managing Director